



PEAKS & PLAINS
Housing Trust

Gas Servicing Policy

Version number: V4

Effective Date:
October 2025

TABLE OF CONTENTS

1. INTRODUCTION.....	1
2. HAZARDS	1
Safety hazards	1
Health hazards	1
Human factor hazards.....	1
3. LEGAL & REGULATORY OBLIGATIONS	2
Legal Obligations.....	2
Duties of Landlords	2
4. GENERAL STATEMENT OF INTENT	2
5. RESPONSIBILITIES.....	3
Leadership and management	3
Duty holder(s)	3
Technical advice	3
Competence	3
6. SPECIFIC ROLES AND RESPONSIBILITIES	3
The Board	3
Chief Executive	3
Director of Operations	4
Head of Asset and Compliance	4
Compliance Manager	4
7. POLICY PRINCIPLES.....	4
8. CONTROL AND ASSURANCE.....	5
9. ASSOCIATED DOCUMENTS.....	6
10. POLICY INFORMATION	6



1. INTRODUCTION

- 1.1 Peaks and Plains Housing Trust is committed to keeping its customers, staff, contractors and homes safe.

2. HAZARDS

- 2.1 Fuel gas (natural gas or methane) is used widely in gas boilers etc. for supplying heat and hot water to properties for comfortable living. However, the hazards presented by natural gas affect safety and health issues.

2.2 Safety hazards

- 2.2.1 Safety hazards principally focus on the flammability of natural gas, which presents a flame and fire risk if uncontrolled leaking gas ignites. However, if gas has been leaking in an uncontrolled and undetected manner for a period of time and the gas mixes with air whilst in the confines of a structure such as a building, it can form a gas/air mixture which has the potential to explode. Consequences can be catastrophic with a 'gas explosion' causing potential loss of life from direct effects such as thermal and blast injuries and from secondary consequences brought on by the structural failure and collapse of buildings.

2.3 Health hazards

- 2.3.1 Normally when fuel gas burns in a gas-fired central heating boiler or heater, the products of combustion are principally carbon dioxide and water vapour. However, incomplete or partial combustion of methane can lead to the formation of the combustion product carbon monoxide (CO) which is highly toxic. The consequence of incomplete combustion is very severe and can be caused through poorly maintained heating equipment or controls, blocked or leaking flues or chimneys or age-related failures in equipment in relation to exhaust fans and ancillary electrical equipment

2.4 Human factor hazards

- 2.4.1 Consequences of both safety and health related hazards can occur through malpractice and incompetence of gas fitters, technicians and engineers, although with the registration and licensing system in the UK this is highly unlikely. However, unsafe conditions with gas fired equipment can occur through unauthorised changes in installations and fitting of equipment, poor maintenance and servicing, missed servicing appointments or failure to gain access to property, fault finding and attempted repairs made by unqualified persons.

3. LEGAL & REGULATORY OBLIGATIONS

3.1 Legal Obligations

3.1.1 The principal legislation and guidance in relation to gas comprises:

- The Health and Safety at Work Etc. Act, 1974
- The Gas Safety (Installation and Use) Regulations, 1998, as amended. (GSUIR)
- The Gas Safety (Installation and Use) (Amendment) Regulations, 2018

3.2 Duties of Landlords

3.2.1 The Trust is committed to complying with its duties as a landlord. The four principal duties are:

- A duty to undertake annual safety checks on gas appliances and flues
- That records of these safety checks are kept and displayed where appropriate
- To take prompt action to correct defects not remedied at the time of the safety check
- Where an appliance is considered to be dangerous, the landlord must ensure that it is taken out of service.

3.2.2 Specific requirements are:

- The landlord shall ensure that any relevant gas fitting and flue which serves any relevant gas fitting is maintained in a safe condition. To achieve this requires an ongoing programme of regular periodic maintenance inspections together with any remedial work including examination of physical condition, safe functionality, installation pipework, ventilation and the state of deterioration of any fire.
- Performance tests need to be undertaken and any necessary remedial action followed up.
- Landlord's duties include 12 monthly safety checks of appliances and flues. Records are to be maintained, including full descriptions of appliances and flues, descriptions of locations, positions, safety defects are identified, and remedial actions undertaken. The name, address and Gas Safe Registration number of the engineer undertaking the work shall be recorded.
- A landlord must securely retain the annual safety check data for the previous two services for inspection.

4. GENERAL STATEMENT OF INTENT

4.1 The Trust is committed to ensuring that reasonably practicable and mandatory requirements of all relevant safety advice, guidance and legislation in relation to gas safety is followed to manage risks competently. We will uphold this commitment through ensuring safe dwellings, accommodation and places of work, by working with best industry practice where relevant and undertaking assessments of risks for people and property.

- 4.2 The Trust will set out in its procedures and process maps, a clear approach to the provision and installation of gas equipment, to servicing and inspection of gas installations and to maintenance of upgraded equipment.

5. RESPONSIBILITIES

5.1 Leadership and management

- 5.1.1 Leadership of, and responsibilities for, the safe stewardship and control of risks relating to gas rests with the Chief Executive, who is supported by the Executive Management Team and the Senior Leadership Team (SLT).

- 5.1.2 It is a fundamental responsibility of all staff, employees and contractors to work safely with natural gas and to communicate, handle, notify and report hazards which they come across diligently to their line manager / director as necessary.

5.2 Duty holder(s)

- 5.2.1 The Trust accepts its position as the Duty Holder and Landlord as defined in safety legislation. The Duty Holder is also responsible for defining and maintaining a gas and fuel safety register and a complementary gas and fuel safety management plan.

5.3 Technical advice

- 5.3.1 The Assistant Director of Development, Asset and Compliance, on behalf of the SLT, will appoint a Lead Manager to oversee the topic. Technical advice on safety issues and occupational health will be given to Managers, the EMT and the Board by in-house safety and health manager(s) and advisers, external consultant and contractors, or other independent appointees as necessary.

5.4 Competence

- 5.4.1 The Lead Manager will hold the relevant competencies in terms of knowledge, abilities, training and experience (KATE) for the lead role in gas safety. Where the person undergoes specific training for the role, provision for appropriate Continuing Professional Development and appropriate refresher training will be provided.

6. SPECIFIC ROLES AND RESPONSIBILITIES

6.1 The Board

- 6.1.1 Overall responsibility for gas safety rests with the Board with operational authority delegated to the Chief Executive.

6.2 Chief Executive

- 6.2.1 The Chief Executive retains overall responsibility for implementation of all strategic policy documents in any safety related field.

6.3 **Director of Operations**

- 6.3.1 The Director of Operations is responsible for ensuring that resources are available to implement this Gas Servicing Policy.

6.4 **Asset Operations Manager**

- 6.4.1 The Asset Operations Manager is responsible for ensuring that the Gas Servicing Policy, procedures, guidance and forms (electronic forms, databases or paper documents and registers) are maintained, reviewed, revised and audited in a timely manner.

6.5 **Compliance Team Leader**

- 6.5.1 The Compliance Team Leader is responsible for managing and monitoring operational performance of the gas servicing programme.

7. **POLICY PRINCIPLES**

The Compliance Team Leader will ensure that:

- 7.1 The Trust maintains its legal compliance and that good practice is promoted amongst staff and contractors.
- 7.2 A database of gas appliances is maintained and kept up to date.
- 7.3 Installations are inspected annually for safe operation and use.
- 7.4 Records of inspections and consequent actions generated, including a completed Landlord's Gas Safety Record (LGSR) are adequately stored. A copy of the LGSR will be provided to the customer within 28 days of completion.
- 7.5 Where Inspections identify defective or dangerous gas appliances matters must be addressed promptly in accordance with legislation and guidance. Where repairs are required, only contractors whose staff are registered on the Gas Safe Register shall undertake these.
- 7.6 Where inspections relate to a public place the Inspection Certificate shall be prominently displayed and be available for inspection by the public.
- 7.7 Risk assessments of gas appliances and the related property and installations are undertaken. Risk assessments should be re-visited annually or when circumstances change.
- 7.8 Control measures are actioned and implemented to eliminate or minimise risk of exposure to safety or health hazards from natural gas.
- 7.9 A management plan for gas safety, with operational procedures is implemented for the ongoing safeguards against fire and explosion risks and exposure to carbon monoxide.

- 7.10 All staff, employees and contractors engaged in any activity relating to gas safety work shall be competent to do so in terms of current knowledge, approach, training and experience (KATE). Where contractors are appointed outside of the gas servicing programme then the appointing manager must ensure that suitable and relevant assessments shall be undertaken of professional and trade competencies to undertake the work.
- 7.11 Any person who is potentially at risk from exposure to gas safety hazards or carbon monoxide will be provided with suitable data and hazard labelling regarding locations and known risks and relevant precautions to be taken. This information will be communicated to customers and those persons in control of premises on a regular basis.
- 7.12 In order to uphold duties of care in undertaking annual safety inspections and the Landlord's Gas Safety Record the Lead Manager will ensure that any issues over gaining access to customer's homes, accommodation or workplaces are resolved readily and completely.
- 7.13 Customers must allow access for these vital statutory safety checks to be undertaken. If a customer refuses access the Trust will consider some or all of the measures below and re-charge the customers for any costs incurred;
- Issue possession proceedings under the terms of the tenancy agreement
 - Apply for an injunction to allow access into the property
 - Enter the property under controlled access
- 7.14 The Trust will monitor performance and report this at each Board meeting and to the Health and Safety Committee and Senior Leadership Team.
- 7.15 The Trust will take possession proceedings against any tenant or member of their household who tampers with or attempts to tamper with their gas meter.

8. CONTROL AND ASSURANCE

- 8.1 The Gas Servicing Policy will be reviewed as follows:
- Three yearly;
 - Where there is a change in legislation or guidance;
 - Where there is a near miss, accident, significant ill-health or RIDDOR reportable incident affecting the systems or services.

9. ASSOCIATED DOCUMENTS

- 9.1
- Gas Servicing Procedure and Process
 - Smoke and Carbon Monoxide Policy
 - No Access Policy and Procedure
 - Solid Fuel Policy
 - Health & Safety Policy

POLICY INFORMATION

Policy Statement Name:	Gas Servicing Policy
Status:	Draft V4
Approved by:	EMT
Drafted By:	Assistant Director of Development, Asset and Compliance
Date approved:	16 th October 2025
Next Review Date:	October 2025